

Claiming a death benefit

Sorting out the financial side of things when a loved one dies can be challenging – that’s why we’re here to help. The following information is intended to assist you to claim a CareSuper member’s super balance, any insurance payable (where eligible) or pension income following their death.



WE’RE HERE TO HELP

Our dedicated case managers are experienced in helping people through the claims process and are available to give you professional and patient assistance. So remember, we’re always here to help. If you have any questions please call us on **1300 090 925**.

HOW TO MAKE A CLAIM

The information below outlines the steps involved in submitting and assessing your claim.

1 NOTIFY US OF YOUR LOVED ONE’S DEATH

Call us on **1300 090 925** to notify us of your loved one’s death and commence the claims process.

Once we’ve been notified of a member’s death, we’ll write to you and any other beneficiaries requesting information relevant to the deceased member and your relationship to them.

You’ll also be appointed a case manager who will manage your claim and support you through the process. Their details will be included in this letter.

2 SUBMIT THE REQUESTED INFORMATION

The beneficiary/ies must complete the relevant forms and provide the required supporting documents as outlined in the letter. Your initial letter will include a checklist of all the documents you need to provide.

The claim could be delayed if the forms aren’t completed fully and correctly, or if you don’t send all the requested documentation with the claim forms. If you’re having trouble locating these documents, you can call your case manager for assistance.

3 CARESUPER CHECK

Our claims team will review all the information provided and check if the member had death cover based on the date of death listed on the member’s Death

Certificate. Our claims team will then determine if a death benefit is payable.

Your case manager will check for any missing documents or information necessary to progress the claim. They’ll contact you if there’s any information missing.

4 WE’LL ASSESS THE CLAIM

We and our insurer (if applicable) will start reviewing the claim once we receive the completed forms and supporting documents from all potential beneficiaries (if relevant) to determine how the death benefit should be paid. Each claim is assessed on an individual basis.

Your case manager will keep you informed of the status of the claim as it progresses.

5 WE WILL NOTIFY YOU OF THE DECISION

We’ll write to you, and/or any other beneficiaries to let you know the outcome of our review and our decision about how we propose to pay the death benefit.

If you disagree with our decision, you’ll have an opportunity to object and provide further evidence to support your claim. We’re required to review eligible objections in accordance with our Dispute Resolution Policy. If you’re still dissatisfied following this subsequent review, you can lodge a complaint. Further information on how to do this will be provided in your claim decision letter.

6 WE PAY THE CLAIM

Once all claimants have accepted our decision, we'll proceed with paying the death benefit according to the decision. Payment is usually made via Electronic Funds Transfer and can be made via cheque. Generally, payment will be made as a lump sum. However, some beneficiaries have the option to receive the payment via a regular income stream, including dependent child/ren of the deceased who are under the age of 25 or other dependants such as a spouse.

Your case manager will write to you and explain the payment options available to you. All recipients of a death benefit must provide certified copies of current identification documents. See our **Certifying your identification documents fact sheet** for more information.

OBJECTING TO A DECISION

It's not possible to object the decision if the deceased had a valid and binding death benefit nomination in place when they died. In this case, we must pay the death benefit in line with their wishes. Generally, objections to the proposed distribution of a death benefit based on a binding nomination must be in relation to the validity of the nomination itself. In order to object, you must provide evidence that the binding nomination isn't valid.

TOTAL DEATH BENEFIT EXPLAINED

Together, a member's super or pension balance and their death cover payment (where eligible) are known as a 'total death benefit'.



Death
cover



Super or pension
balance



Total death
benefit

DEATH COVER EXPLAINED

Put simply, death cover provides a benefit to a member's loved ones in the event of death or terminal illness.

WHEN DEATH COVER IS PAID

A benefit will be paid if the member held death cover with us on the day they died and their beneficiary/ies are eligible to receive a payment.* If the member didn't hold death cover, the death benefit will consist of their super or pension account balance only.

PROCESSING A CLAIM

We, along with our insurer, will strive to make the claims process as straightforward and fast as possible. If you have any questions or aren't sure how to complete any of the documentation, please contact the dedicated case manager named in your initial letter.

* Conditions apply – please contact us for a copy of the relevant **Insurance Guide**.



TERMINAL ILLNESS OR INJURY

If a member is diagnosed with a terminal illness and is expected to live less than 24 months, they may apply for a full or partial early release of their terminal illness benefit including account balance (subject to meeting the insurance policy definition and providing medical certificates).

Call us on **1300 090 925** to speak to a member of our team who will discuss the claim with you.



TYPES OF BENEFICIARIES

SPOUSE OR DE FACTO

Includes a legally married spouse or de facto partner, including same sex spouses and partners.

CHILD (OF ANY AGE)

A child, including an adult child, adopted child, or step-child at the time of the member's death.

FINANCIAL DEPENDANT

A person who fully or partially relied financially on the member on a frequent and ongoing basis leading up to and at the time of their death. You may be required to provide proof of financial dependency, such as joint bank accounts and bills.

INTERDEPENDENCY RELATIONSHIP

Includes any person who was in an interdependency relationship with the member at the time of their death.

There are four conditions that must generally be met to qualify for an interdependency relationship:

- You have a close personal relationship, and
- You live together, and
- One or each of you provides the other with financial support, and
- One or each of you provides the other with domestic support and personal care.

Also, there are exceptions. For example, if one or both of you suffer from a physical, intellectual or psychiatric disability and you have a close personal relationship but don't live together, you may

be considered as having an interdependency relationship.

We consider the following when determining interdependency between two people:

- The context of the relationship. This includes the duration of the relationship, whether physical intimacy was involved, the level of commitment to a shared life and if there was shared ownership, use, or acquisition of property. In the context of a parent/child relationship, we consider if the relationship was outside of a usual parent/child relationship.

Supportive evidence of an interdependency relationship may also include a statutory declaration signed by the member or the beneficiary.

NOMINATION TYPES

Members can tell us who they would like their money to go to by:

- Making a **non-binding nomination**, which means we'll consider their wishes when deciding who receives any payment, but we are not bound by the nomination.
- Making a valid **binding (lapsing or non-lapsing) nomination** for greater certainty. A lapsing binding nomination is valid for three years (from the date the member signs and dates the form). A non-lapsing binding nomination doesn't expire unless the member cancels or updates their nomination.
- Making a **reversionary nomination**. Nominating a reversionary beneficiary is only available to pension members and means the member's income stream pension will continue to be paid to their nominated beneficiary (generally a spouse) after their death.

If we're unable to identify a dependant or a legal personal representative, super law and our Trust Deed allow us to pay an individual who is not legally considered a dependant.

Find out more at caresuper.com.au/beneficiaries.



NOTE

If a binding or reversionary nomination is valid and effective at the time of the member's death, we're legally bound to follow it. We'll assess the validity of the nomination at the time of the claim.

RECEIVING A DEATH BENEFIT

There are rules around who can receive a benefit, and our decision may depend on the member's nominated beneficiary/ies and nomination type.

A death benefit can be paid to a dependent, such as a spouse, de facto, child (including step-child or adopted), or anyone who is financially dependent on the member, or any person who is in an interdependency relationship with the member. We've explained the different types of beneficiaries above. Alternatively, their benefit can be paid to their legal personal representative, who might be either the executor of their will or the administrator of their estate.

In general, super benefits do not form part of the estate and cannot be used to directly pay outstanding debts or funeral costs.

TAX ON DEATH BENEFITS

Tax treatment of death benefit payments is complicated and depends on several factors.

Different tax treatment can apply depending on whether the death benefit is paid as a lump sum or income stream, and if the beneficiary is classified as a dependant or 'tax dependant'.

A tax dependant includes:

- current and former spouses and de facto partners
- a child under the age of 18
- if you are in an interdependency relationship with the deceased
- any other financial dependants.

If you're a tax dependant and you receive a lump sum payment, it will be tax free. Death benefits paid to non-tax dependants may be subject to tax.

Visit ato.gov.au to learn more about tax and other considerations when receiving a death benefit payment.

It can be helpful to seek advice if you're a beneficiary of a death benefit payment.



IF YOU NEED ASSISTANCE...

You always have a right to seek advice regarding a death benefit claim, and in some circumstances a financial adviser or lawyer may provide useful assistance. Keep in mind, sometimes claims can be quite straightforward and may not require the extra cost and complications. After all, we want our member's beneficiaries to receive the full death benefit.



Please note that this information is a summary only. Please contact us for further information.



WE'RE HERE TO HELP



1300 090 925 8am to 8pm Monday to Friday (AET)



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caresuper.com.au/getintouch



caresuper.com.au

Disclaimer:

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